

ACES NOTIFICATION # 37:

ATTENTION: All ACES Users

Member and Dependent Social Security Numbers

CalPERS identified several invalid participant and dependent Social Security Numbers (SSN) submitted through ACES. These errors create a number of problems in benefit reporting for our members. In order to ensure the data integrity of our systems and the personal identification protection of our members please:

- Confirm that the SSN submitted for your transaction is correct prior to saving.
- DO NOT input a dependent SSN unless it is valid.
- The use of an invalid SSN, e.g. 000-00-0000 in order to submit and save a dependent transaction will fall to a manual correction. This will delay the update of the health transaction and create workload impacts for staff required to follow up on the error.
- If you need to add a dependent Spouse or Domestic Partner without an SSN, please mail a completed HBD-12 to CalPERS. Include on the HBD-12 the reason why the dependent does not have an SSN.
- The intentional submission of invalid personal identification data can result in the revocation of ACES access.

State Agency Participant Address Changes

- All address changes input through ACES **MUST** also be input into the PIMS system. This will ensure that the information in the CalPERS COMET system remains current and correct.

Employee enrolling in their own right

- When using a permitting event code 108, (enrolling a previous health dependent as an employee in their own right) you must include the "Qualifying SSN".
- The Qualifying SSN is the SSN of the participant that the dependent was previously covered under, e.g. parent or spouse.
- Using the SSN of the employee you are trying to enroll will cause the transaction to fall to a manual correction.

If you have questions or need assistance, please call the CalPERS Employer Contact Center toll-free at (888) CalPERS (225-7377).

If you did not receive this Notification by e-mail, contact your Account Administrator or call us at (888) CalPERS (225-7377) to confirm your e-mail address.